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ELECTRONIC

Please find below and/or attached an Office communication concerning this application or proceeding.

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patents@fbtlaw.com

DETAILED ACTION

Applicant's request for reconsideration filed 04/28/08 has been entered and carefully considered. However, arguments regarding rejections under 35.U.S.C 102 to claims (1-7, 9-20, 22-25 and 27-28) have not been found to be persuasive. Therefore, these claims are rejected under the same ground of rejection as set forth in the Office Action mailed 01/17/08.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1-7, 9-20, 22-25 and 27-28 are rejected under 35 U.S.C. 102(e) as being anticipated by Szabo [US. 2007/0156677].

As to claims 1, 20, 25, Szabo discloses a computer implemented method and corresponding apparatus for operating a browser associated with an end-user comprising the steps/means for receiving a request for end-user support, wherein the request is received at a support location that is remote relative to the end-user (page 15,

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0078), determining a present navigation location for the end-user (page 15, 0082)., retrieving content from a content provider that corresponds to the determined present navigation location, wherein the content is retrieved from a content location that is remote relative to the end-user (page 21, 0151-0154);

wherein the retrieved content includes an embedded navigation link associated with a first domain, wherein the first domain is remote relative to the end-user,

wherein the first domain is associated with the content location (0029);

providing a modified content to the end user, wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link (0151), wherein the encoded embedded navigation link continues to be actually associated with the first domain despite the appearance that the encoded embedded navigation link is associated with the second domain (0198-0200)

providing the end-user support to the end-user, wherein the end-user support is provided from the support location via the second domain (0028-0029);

wherein at least a representation of the modified content and the end-user support are simultaneously viewable by the end-user (0036);

a data collection module in communication with the end-user support knowledge database, the automated support server, and the secondary

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support system, wherein the data collection module records a set of data related to an actual end- user support session between the end-user and one or both of the automated support server and the secondary support system, wherein the data collection module is configured to provide updated information to the knowledge database, wherein the updated information relates to the actual end-user support session (0198-0199). encoding the present navigation location, encoding the embedded navigation link so that it appears to be associated with a second domain, wherein the second domain is remote relative to the end –user (0255-0256), wherein the second domain is associated with the support location and replacing the embedded navigation link included in the retrieved content with the encoding of the embedded navigation link (0230).

As to claim 2, Szabo teaches identifying the embedded navigation link (0230).

As to claim 3, Szabo teaches the retrieved content being provided in a first frame of a browser window and the end-user support is provided in a second frame of the browser window, and wherein the first frame and the second frame are simultaneously displayable within the browser window (0416)).

As to claim 4, Szabo teaches receiving at the first frame a notice of a navigation event that occurred at the second frame (0416).

As to claim 5, Szabo teaches receiving an indication that the

embedded navigation link has been selected by the end-user (0202).

As to claim 6, Szabo teaches decoding the embedded navigation link, passing the decoded embedded navigation link to the content provider, receiving content corresponding to the decoded embedded navigation link and providing the received content to the end user (0208-0211).

As to claim 7, Szabo provides providing automated end-user support (0024).

As to claim 9, Szabo teaches masking one of the first transport protocol and the second transport protocol so that content associated with the embedded navigation link and the end-user support appears to be subject to the same transport protocol (0028).

As to claim 10, Szabo teaches providing the second navigation link to the end-user without encoding (0024).

As to claim 11, Szabo teaches passing the second navigation link directly to an associated content provider responsive to selection of the second navigation link by the end-user (0246-0247).

As to claim 12, Szabo teaches forwarding the second navigation link to an associated content provider responsive to selection of the second navigation link by the end-user (0024-0028).

As to claims 13, 19, Szabo teaches a first content portion, wherein the first content portion originates from a first domain that is remote relative to a user (0024); a second content portion, wherein the second content portion originates from a second domain that is remote relative to the

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user (0024-0025); an automated support system (0028); and an annotation server in communication with the automated support system (0127); wherein the annotation server is configured to encode either the first content portion or the second content portion to create an appearance to the user that both content portions originated from a common domain that is remote relative to the user without actually changing the origin of the first content portion or the second content portion (0028-0029).

As to claim 14, Szabo teaches the common domain being a third domain (0024-0028).

As to claims 15 and 16, Szabo teaches the automated support system comprising a profiler application and a roles module, and a skills module in communication with the roles module (0046).

As to claim 17, Szabo shows the automated support system comprising a resource data module (0046-0047).

As to claim 18, Szabo shows a dialogue module and a social skill module (0024).

As to claims 22 and 27, Szabo teaches receiving a request for end-user support and determining a present navigation location associated with the browser, teaches passing a fetch request to the content provider for data related to the present navigation location (0168).

As to claims 23 and 28, Szabo teaches providing for display in

the browser window an interactive content', wherein the interactive content originates from a second domain (0168-0169).

As to claim 24, Szabo teaches encoding the first of the plurality of links so that it appears to have originated from the second domain (0170).

Response to Arguments

Applicant has argued that paragraphs 230 and 255-256 of Szabo do not teach or suggest encoding an embedded navigation link in content retrieved from a content provider so that the embedded navigation link appears to be associated with a second domain which is associated with a support location, and then replacing the embedded navigation link in the retrieved content with the encoding of the embedded navigation link. However, the applicant is advised to read and consider a whole reference not just the specific paragraphs pointed out.

As disclosed at these paragraphs 230, 255 and 256, Szabo teaches encoding an embedded navigation link by execute a search engine ("For example, a search query is dispatched to a plurality of search engines, each of which may operate on identical, overlapping or distinct data domains, (0256)"); Szabo teaches "navigation link in content retrieved from a content provider so that the embedded navigation link appears to be associated with a second domain which is associated with a support location" being disclosed as "the search engines operate on the query to generate a set of results...which typically list results separately for each underlying database searched, the search engine according to this

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aspect of the invention would synthesize found results...". The step of "replacing the embedded navigation link in the retrieved content" is similar to "a set of the results".

Applicant also argued that Szabo does not teach or suggest "changing the apparent domain of origin for any content retrieved for a user" neither "an annotation server in communication with the automated support system". However, Szabo teaches changing the apparent domain of origin for any content retrieved for a user" at 0028 cited "searching and retrieval system for a large domain of archived data of various types, in which the results of a search are organized into discrete types of documents and groups of document types so that user may easily identify relevant information.". The content retrieved for a user is similar to "the set of results" from the searching and retrieval system.

The search engine (the automated support) is communicated with its server (annotation server) in order to get query and receive results from the server.

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the

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THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Mylinh Tran. The examiner can normally be reached on Mon - Thu from 7:00AM to 3:00PM at 571-272-4141.

The fax phone numbers for the organization where this application or proceeding is assigned are as follows:

571-273-8300

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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/Weilun Lo/

Supervisory Patent Examiner, Art Unit 2179